

# **IT Professional Technical Services Master Contract Program T#:902TS**

## **Statement of Work (SOW) For Technology Services Issued By**

### **Ramsey County Information Services**

#### **Project Title: McAfee ePO Health Check**

**Service Category: Architecture Planning & Assessment - Security**

#### **Business Need**

Ramsey County has deployed McAfee ePolicy Orchestrator (ePO) 4.6 patch 3, VSE/ASE 8.8, and Site Advisor. Ramsey County has also deployed Endpoint Encryption using the end-of-life Safeboot Manager. Ramsey County is seeking a Health Check to review the architecture, design, and performance of the deployment along with staging Endpoint Encryption within ePO.

The goal of this project is to evaluate the Ramsey County McAfee ePO status and the endpoint products deployed and managed to document existing problems and make recommendations to resolve their issues (Health Check). In addition to a Health Check, Ramsey County would also desire the staging of the Endpoint Encryption solution (not deployment and operational validation of endpoints).

The current ePO deployment manages approximately 4,000 endpoints.

#### **Project Deliverables**

1. Confirm the scope of work has been accurately captured in the project proposal and to identify any significant obstacles to implementing the solution before coming onsite.
2. Allow the entire project team to meet, review project objectives and strategy, and confirm the project plan and each team member's responsibilities.
3. Review existing ePO implementation and document outstanding issues pertaining to product functionality, including the following tasks.
  - Review current ePO server infrastructure and provide enhancement recommendations
  - Perform in-depth analysis of ePO error logs, event logs and audit logs and provide remediation efforts to resolve deficiencies with implementation of McAfee infrastructure
  - Review distributed repository placement and provide recommendations based on existing network topology
  - Review and implement database maintenance and optimization tasks to improve ePO performance and responsiveness
  - Validate existing Endpoint product policies to ensure compliance with McAfee
  - Best Practices
  - Verify correct policy inheritance and policy enforcement within ePO directory structure
  - Review existing administrative users and permissions sets are in conformance to principle of least privilege

- Review current level of software versions and provide migration recommendations
  - Review current reporting practices and provide recommendations on pro-active reporting and notification processes
  - Review current implementation and deployment strategy of McAfee VSE/ASE product and provide further recommendations for enhancements
  - Review current implementation and deployment strategy of McAfee Site Advisor product and provide further recommendations for enhancements
  - Provide strategic short-term to long-term change recommendations
4. Configure McAfee Endpoint Encryption, staging for enterprise deployment.
- Install/ Validate the latest version of McAfee Endpoint Encryption server software on one ePO Server
  - Configure AD/LDAP authentication and integration
  - Create server task for MEE user sync with AD/LDAP
  - Define MEE product policies and user settings
  - Configure and tune MEE queries and dashboards to monitor deployment and encryption process
5. Document the deployed solution with the sections listed below:
- Project Summary-** A one or two page summary of the deployment project
- Environment Overview-** A listing of the key security measures in place, an overview of the systems that make up the solution, and a depiction of the network environment.
- Findings and Recommendations-** A listing of the findings, recommendations and tuning that was accomplished.
- References-** A list of supporting documents and where to find them, such as user guides and technical briefs

## Project Milestones and Schedule

The vendor must be willing to work with the County to schedule the implementation schedule. Once we can agree on a start date, we would like to accomplish our goals within our estimated project time frame of two weeks.

## Project Environment

Ramsey County has been using the McAfee suite of products for approximately 5 years. McAfee ePO is the centralized security management software over all McAfee products. McAfee AntiVirus is installed on every PC within the County and End Point Encryption is installed on every laptop. Along with bringing this up to date, a system administrator will work closely with the consultant to gain a more in depth understanding of the product. The County will provide the software licensing and work space for the project. Bringing these products up to date can ensure that our suite of McAfee security and risk management solutions work together to reduce security gaps and protect the County from threats.

## Agency Project Requirements

Project work location will be the Ramsey County Information Services department located at 121 7<sup>th</sup> Place E., Suite 2300, St. Paul, MN 55101. General business hours are Monday through Friday, 8:00am to 4:30pm. The County will assign a primary contact for all formal communications.

## Responsibilities Expected of the Selected Vendor

- The vendor will need to submit a project activity plan and schedule agreeable to the County
- The vendor will assign a primary contact that will be responsible for all formal communications for the project
- The vendor will act in a professional manner and abide by the Ramsey County code of business conduct

## Required Skills

Required minimum qualifications:

Master Contract resource type/category: Architecture Planning & Assessment - Security

Required Skills: 1 year experience with Windows 7, Active Directory, and McAfee ePO

## Process Schedule

- |  |                         |
|--|-------------------------|
| • Deadline for Questions                     | 09/26/2013, 3:00pm CDT  |
| • Anticipated Posted Response to Questions   | 09/27/2013, 2:00pm CDT  |
| • Proposals due                              | 09/30/2013, 12:00pm CDT |
| • Anticipated proposal evaluation begins     | 09/30/2013, 2:00pm CDT  |
| • Anticipated proposal evaluation & decision | 10/02/2013, 3:00pm CDT  |

## Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 09/26/2013, 3:00pm CDT:

Name: Tom Oertel

Department: Ramsey County Information Services

Email Address: tom.oertel@co.ramsey.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 09/27/2013, 2:00pm CDT ([http://mn.gov/buyit/statements/mcp902ts\\_active.html](http://mn.gov/buyit/statements/mcp902ts_active.html)).

## SOW Evaluation Process

- Experience (30%)
- Requirements (30%)
- Cost (40%)

**Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.**

## Response Requirements

Address how you will meet Ramsey County's needs, as detailed herein, including:

- a) Requirements:
  - i) Project Overview
  - ii) A description of your understanding of the Business Need;
  - iii) An explanation of your proposed solution and how all Project Deliverables will be met;
  - iv) Proposed Project Milestones and Schedule;
  - v) A description of how "Responsibilities Expected of the Selected Vendor" will be met;
- b) Experience:
  - i) Resumes of staff proposed for this project;
  - ii) References: Provide three clients you have assisted with same or similar project.

- c) Provide a completed Conflict of interest statement, as it relates to this project.
- d) Proposed Cost
- e) Complete required forms:
  - i) Affidavit of non-collusion  
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
  - ii) Veteran-Owned/Service Disabled Veteran-Owned Preference Form  
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

## **Proposal Submission Instructions**

Submit proposals via email no later than 12 noon CDT on Monday, September 30, 2013  
Tom Oertel, Ramsey County Information Services  
tom.oertel@co.ramsey.mn.us

## **General Requirements**

### **Proposal Contents**

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

### **Indemnification**

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

### **Disposition of Responses**

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this SOW, the Responder agrees that

this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

### **Conflicts of Interest**

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

### **IT Accessibility Standards**

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:

[http://www.mmd.admin.state.mn.us/pdf/accessibility\\_standard.pdf](http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf)

### **Nonvisual Access Standards**

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

### **Preference to Targeted Group and Economically Disadvantaged Business and Individuals**

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime

contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at [mmdhelp.line@state.mn.us](mailto:mmdhelp.line@state.mn.us). For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

### **Veteran-Owned Preference**

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by**:

- (1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
- (3) any other veteran-owned small businesses certified under section [16C.19](#), paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.